

# **CITY** OF GLASGOW COLLEGE

## Complaints Handling Procedure

Quarter 1 , 2017/18 Report (01 Aug 2017 to 31 Oct 2017)

Published : 11<sup>th</sup> January 2018

### **Contents**

1. Performance Indicators P1-P6 (quantitative measures)
2. Performance Indicator P7: Customer Satisfaction
3. Performance Indicator P8: Learning from Complaints

## 1 PERFORMANCE INDICATORS: P1-P6

	PERFORMANCE INDICATORS	2017/18(Q1)		2017/18 (YTD)		2016/17 (YTD)	
1.0	<b>Total number of complaints received &amp; complaints received per 100 population</b>						
	Number of complaints Received	51		51		42	
	College Population and Number of Complaints received per 100 population	25000	0.20	25000	0.20	25000	0.20
2.0	<b>Number of complaints closed at each stage and as a % of all complaints closed</b>						
	Number of complaints closed at Stage 1 and % of total closed	37	72.5%	37	72.5%	37	88.1%
	Number of complaints closed at Stage 2 and % of total closed	11	21.6%	11	21.6%	3	7.1%
	Number of Complaints closed after Escalation and % of total closed	3	5.9%	3	5.9%	2	4.8%
	Open	0	0.0%	0	0.0%	0	0.0%
3.0	<b>Number of Complaints upheld and not upheld at each stage as a % of complaints closed at that stage</b>						
	<b>Stage 1</b>						
	Number and % of complaints upheld at Stage 1	16	43.2%	16	43.2%	26	70.3%
	Number and % of complaints not upheld at Stage 1	21	56.8%	21	56.8%	11	29.7%
	<b>Stage 2</b>						
	Number and % of complaints upheld at Stage 2	6	54.5%	6	54.5%	1	33.3%
	Number and % of complaints not upheld at Stage 2	5	45.5%	5	45.5%	2	66.7%
	<b>Escalated</b>						
	Number and % of complaints upheld after Escalation	1	33.3%	1	33.3%	1	50.0%
	Number and % of complaints not upheld after Escalation	2	66.7%	2	66.7%	1	50.0%
4.0	<b>Total working days and average time in working days to close complaints at each stage</b>						
	Total working days and average time in working days to close complaints at Stage 1	210	5.7	210	5.7	128	3.5
	Total working days and average time in working days to close complaints at Stage 2	188	17.1	188	17.1	38	12.7
	Total working days and average time in working days to close complaints after Escalation	63	21.0	63	21.0	33	16.5

	PERFORMANCE INDICATORS	2017/18(Q1)		2017/18 (YTD)		2016/17 (YTD)	
5.0	<b>Number and % of complaints closed within set timescales ( S1=5 working days; S2=20 working days ; Escalated = 20 working days)</b>						
	Number and % of Stage 1 complaints closed within 5 working days	24	64.9%	24	64.9%	32	86.5%
	Number and % of Stage 1 complaints not closed with 5 working days	13	35.1%	13	35.1%	5	13.5%
	Number and % of Stage 2 complaints closed within 20 working days	9	81.8%	9	81.8%	3	100.0%
	Number and % of Stage 2 complaints not closed within 20 working days	2	18.2%	2	18.2%	0	0.0%
	Number and % of Escalated complaints closed within 20 working days	1	33.3%	1	33.3%	2	100.0%
	Number and % of Escalated complaints not closed within 20 working days	2	66.7%	2	66.7%	0	0.0%
6.0	<b>Number and % of complaints closed at each stage where extensions have been authorised</b>						
	Number and % of Stage 1 complaints closed within 10 working days ( extension)	10	76.9%	10	76.9%	4	80.0%
	Number and % of Stage 1 complaints not closed within 10 working days ( extension)	3	23.1%	3	23.1%	1	20.0%
	Number and % of Stage 2 complaints closed within 40 working days ( extension)	2	100.0%	2	100.0%	0	0.0%
	Number and % of Stage 2 complaints not closed within 40 working days ( extension)	0	0.0%	0	0.0%	0	0.0%
	Number and % of Escalated complaints closed within 40 working days ( extension)	2	100.0%	2	100.0%	0	0.0%
	Number and % of Escalated complaints not closed within 40 working days ( extension)	0	0.0%	0	0.0%	0	0.0%

### Observations

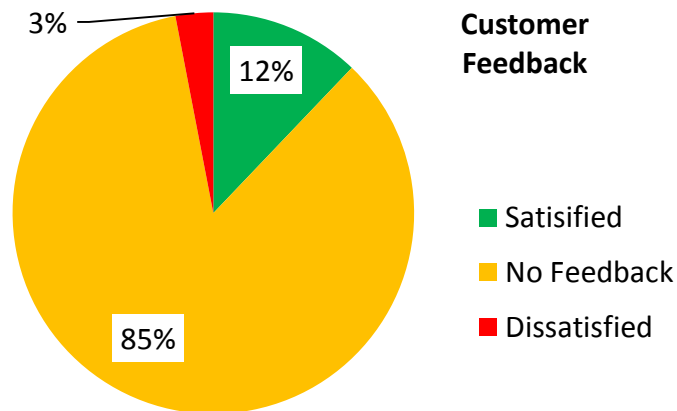
- The College received 51 complaints in Q1,2017/18 compared with 42 for Q1, 2016/17, representing a 21% increase.
- 72% of complaints received were handled at Stage 1 representing a significant decrease from 88% the previous year. Approx. 20% of complaints received were handled at Stage 2 compared with 7% last year
- A significant decrease in Stage 1 complaints upheld and an increase in Stage 2 complaints upheld compared with previous year.
- Overall 45% of complaints were upheld compared with 67% for the previous year.
- The average response times for all Stages showed an increase on previous years and that for Stage 1 was outwith the target of <= 5 working days. 67% of complaints were closed out within their respective targets compared with 88% for the previous year.
- A total of 17 complaints required an extension with 14 closed out within extended period.

## 2 PERFORMANCE INDICATOR P7: CUSTOMER SATISFACTION

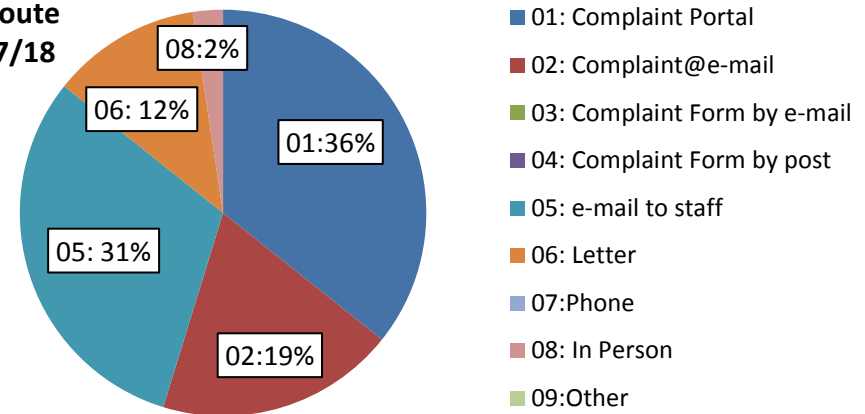
### 2.1 ACCESS TO COMPLAINT HANDLING PROCEDURE

Through our “City Listens” process the College provides an on-line Complaint Portal to raise complaints and also a dedicated e-mail address. Complaint Forms are also available in hard copy or electronic format which can be posted or e-mailed. All these routes are handled by members of the Performance Team who quickly identify the most appropriate member of staff to handle the complaint. Other routes include e-mailing staff directly, letter, phone or ‘in person’.

- Complaint Portal and e-mails to staff continue to be most popular routes



**Access Route  
Q1, 2017/18**



### 2.2 FEEDBACK

The College requests feedback on the responses to complaints and categorises feedback as "Satisfied", "Dissatisfied" and "No Feedback". The College also evaluates feedback against the complaint outcome of 'Upheld' or 'Not Upheld'

- Feedback remains low at 15%

### 3 PERFORMANCE INDICATOR P8: LEARNING FROM COMPLAINTS

#### 3.1 COMPLAINT REPORTING

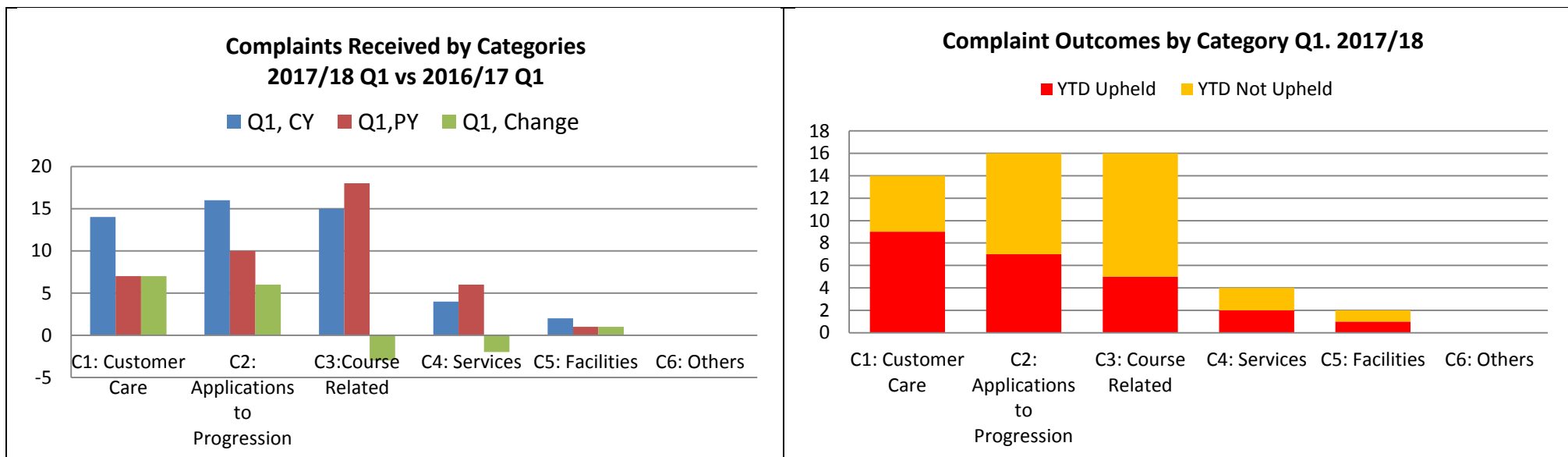
Complaint Reports are prepared on a Quarterly basis for the purpose of review by the College’s Senior Management Team and Executive Leadership Team. The Quarterly Reports are published on the College web-site. An Annual Complaint Report is prepared for the purpose of review by the College’s Senior Management Team and Executive Leadership Team and approval by the College Board for publishing to the College web-site. A Monthly Complaint Chart is also produced and published on the College Customer Service Excellence web-page.

#### 3.2 Complaint Categories

The College has implemented the standardised complaint Categories and Sub-categories developed by the Complaint Handling Advisory Group (College Development Network). Complaints received in 2015/16 have been reassigned to these categories to give a baseline for comparison going forward.

CATEGORIES	SUB-CATEGORIES
C1:Customer Care	C1S01: Health & Safety, C1S02: Security, C1S03: Diversity & Equality, C1S04: Data Protection C1S05: Environmental, C1S06: Staff Conduct, C1S07: Student Conduct, C1S99: Other
C2: Applications through to Progressions	C2S01: Marketing, C2S02: Application, Admission, Interview, Enrolment & Induction, C2S03: Progression, Articulation, Withdrawal, C2S99: Other
C3: Course Related	C3S01: Learning & Teaching, C3S02: Environment/Resources, C3S03: Course Management C3S04: Facilitated Learning & Support, C3S05: Assessment, Exams & Certification,C3S99: Other
C4:Services	C4S01: Finance, C4S02: Funding / Bursary, C4S03: Student Records, C4S04: Providing Learning Support C4S05: Library / Learning Technology, C4S06: Quality etc.,C4S99: Other
C5:Facilities	C5S01: Catering, C5S02: Student Accommodation, C5S03: Maintenance, Lifts, Car Parking C5S99: Other
C6:Others	C6S01: Others

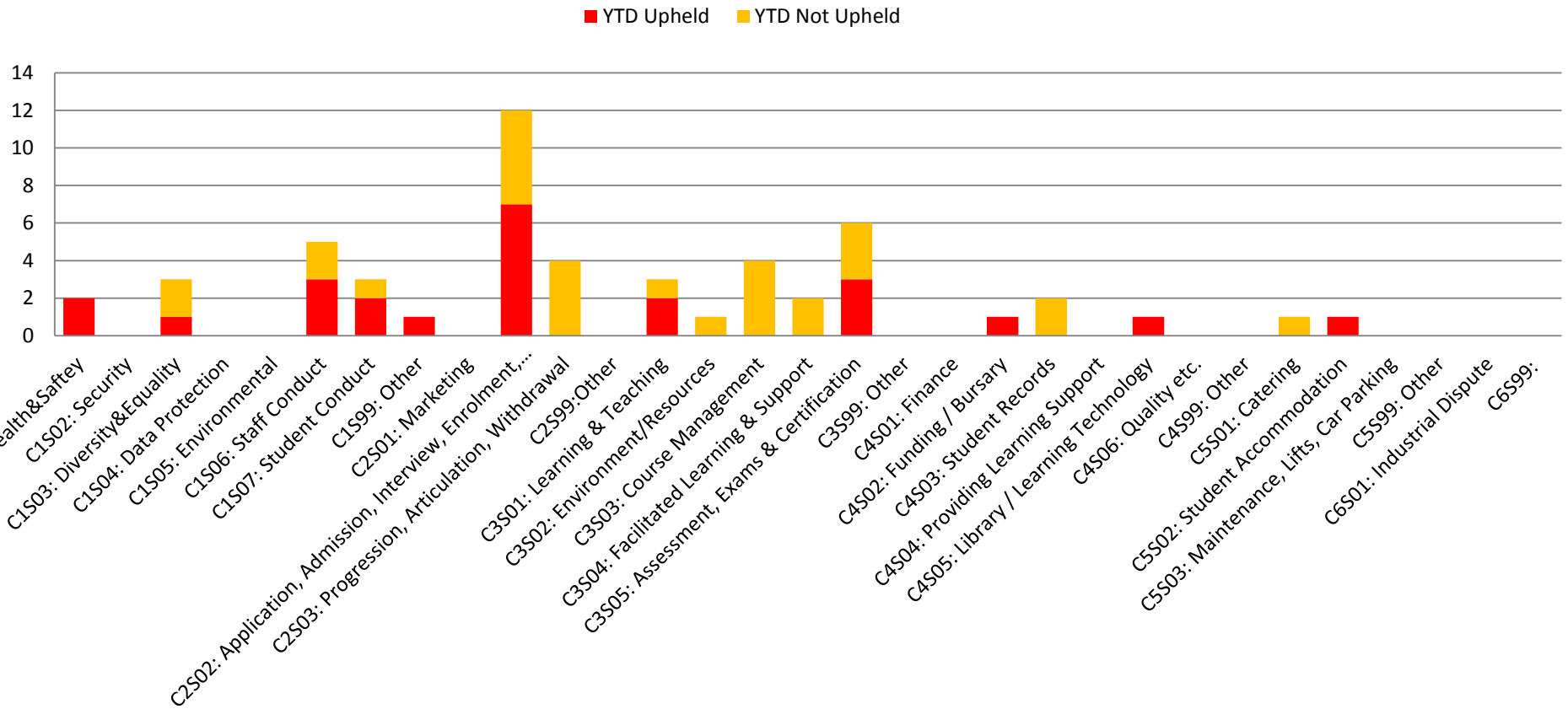
### 3.3 COMPLAINTS RECEIVED BY CATEGORY AND COMPLAINT OUTCOMES



The 21% increase in the number of complaints received in Q1, 2017/18 compared with the same period last year has been driven with a significant increase in Customer Care (100%) and Applications to Progression (60%) complaints. These have been offset by a reduction in Course Related complaints down 33% (this sub-category in the previous year was dominated with complaints associated with the move into the new City Campus) and Services complaints (-33%).

45 % of the complaints were upheld compared with 67% for the previous year.

**Complaint Outcomes by Sub-Category Q1, 2017/18**



CY	Customer Care	14 (28%)	Applications to Progression	16 (31%)	Course Related	15 (29%)	Services	4 (8%)	Facilities	2 (4%)	Others	0 (0%)
PY	Customer Care	5 (15%)	Applications to Progression	10 (29%)	Course Related	14 (41%)	Services	4 (12%)	Facilities	1 (3%)	Others	0 (0%)

### 3.4 COMPLAINT THEMES AND LEARNING FROM COMPLAINTS

#### Customer Care

##### **C1S01: Health & Safety**

The College continues to receive complaints associated with the No Smoking Policy at the City Campus.

A student complains of being repeatedly subjected to passive smoking at the College's entrances. They are dissatisfied with the College's attempt to enforce its claims of a Smoke Free Campus and unhappy with the response to their complaints.

A student smoker complains of inconsistencies in the enforcement of the No Smoking Policy and has identified which staff will ask smokers to move on and those that will not. They have also observed a member of staff being allowed to smoke while students are asked to move. The student is also unclear where the 'No Smoking Boundary' begins.

The Vice Principal of Infrastructure recognises that there is work to be done in raising the awareness of the No Smoking Policy with staff and students, clearly defining the scope of the policy, addressing the inconsistencies in its application and defining any disciplinary action (staff and students) that may follow for those failing to comply with the policy.

##### **C1S03: Diversity & Equality**

At the start of the new academic session a local resident called to say that they had observed 'four boys' parking in a blue badge disabled parking bays before heading for College. The caller recognised this was a selfish act on the 'students' part and was appreciative to learn the College was displaying 'Respect our Neighbours' banners on the plasma screens throughout the College.

##### **C1S06: Staff Conduct**

Three complaints were upheld arising from instances where staff recognised that situations could have been handled better. Apologies were offered and in one instance appropriate customer service refresher training was identified.



**C1S07: Student Conduct**

At the start of the new academic session a local resident visited the College to complain about another instance of students (unidentified) parking in residents parking spaces. The resident was appreciative to learn the College was displaying 'Respect our Neighbours' banners on the plasma screens throughout the College.

**C1S99: Other**

A Student considered a poster displayed in the class room to be offensive and it was removed

**Application, Admission & Progression****C2S02: Applications, Admission, Interview, Enrolment & Induction**

A customer booked a place on a short-course only to be informed a week before it was starting that it had been cancelled due to insufficient numbers. The customer expectations are the College would commit to running the course as offered, regardless of how much money it makes. An alternative course was offered and since this was not suitable a full refund was made. Apologies were offered and a discount on any future course was offered as a gesture of goodwill. Terms and Conditions will be reinforced within the booking process to ensure customers are better informed and staff training carried out to make them aware of this change.

Customer complained of the short notice given by the College of the change to an evening class, now to be held on a different day of the week than specified when they booked on the course, which clashed with the customers other commitments. Apologies were offered and an alternative solution agreed with the customer. The application process will be reviewed to ensure that any proposed changes to the days of the week that evening courses are to be held are better managed.

Two complaints were upheld regarding delays in responding to applicants enquiries. Apologies were offered during a time of a high volume of enquiries and both applicants' enquiries were progressed to their satisfaction.

Apologies were offered to two applicants for the delay in interviewing them for a place on a course. Neither applicant met the course entry requirement and their applications were referred to the Curriculum for consideration, where there was a delay reviewing all the referrals. Interviews took place and both applicants were offered places on a more suitable course.

An applicant's qualification met the course entry requirements, however rather than being offered a place on the course at that time the application was referred to the Curriculum area instead. By the time this was reviewed the course was full. However a place later became available and this was offered and accepted by the applicant.

## Course Related

### **C3S01: Learning & Teaching / 1 complaint upheld**

Customer complained about the teaching style in an evening Diploma course and a poor service while trying to obtain an essential course book which was to be supplied by the College. An apology was offered and course fees refunded. The College has identified lessons to be learned from the transition from a day class to an evening class.

A course was restructured and support given to teaching member of staff following complaints from students about the way a unit on the course was being taught.

### **C3S05: Assessment, Exams & Certification**

A student's assessment had originally been marked as a pass. However after the assessment had been evaluated through established quality assurance procedures it was marked as a fail and the student required re-sit the assessment. The College accepts that the feedback from the assessment should have been better communicated. Apologies were offered and the exam fee was refunded.

A student complained that an unacceptable delay in marking their work and the opportunity to re-sit an assessment had jeopardised an offer on a course at University. Apologies were offered and a re-sit was organised and passed. The circumstances were explained to the University and a place was secured on the course for the student. The processes in place for the submission, assessment and feedback to student for the course unit in question were reviewed and actions for improvement identified.

**Services****C4S02: Funding / Bursary**

A student complained that they were now being charged international student fees for the HND course after having previously been charged home student fees for the HNC course. The College originally made an error and did not identify that student as an international student when they applied for the HNC course. Whereas on reapplying for the HND course the College correctly identified the student as an international student and applied the relevant fee status. Given the student's current circumstances the College will charge the home student fee until the student completes the HND course.

**C4S05: Library / Learning Technology**

A customer complained of problems accessing their course work on the College's Virtual Learning Environment, MyCity during 5 weeks of their evening diploma course and cannot understand why the matter was not resolved sooner. Access to MyCity was disrupted due to an unavoidable upgrade on MyCity. Apologies were offered for the inconvenience and reassurances given by lecturer that the customer's learning would not be disadvantaged.

**Facilities****C5S02: Student Accommodation**

Apologies were made to a student for the delay in processing a refund for Student Accommodation.